



College: Engineering

Department: Civil Engineering

Course Title: Communication Skills

Course No: : **901207**

Credit Hours: 2

Semester: First /2020-2021

About The Course

Course Title: Communication Skills

Class: 1 Year

Course No: **0901 207**

Credit Hours: 2

Lecture Room: 411

Time: 12:30 am-2:00 am

Obligatory/ Optional: Obligatory

Text Book: Communication Skills Handbook, 4th Edition

Jane Summers, Brett Smith, 2014

The Instructor

Name: Dr. Essam Ali Mahmood

Title: Assistant Professor

Office Tel:

Office No:

Office Hours: **9:30-10:30**

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Course Contents:

Unit 1: Introduction to Communication: Purpose of Communication; Process of Communication; Importance of Communication in Business; Differences between Technical and General Communication; Barriers to Communication; Measures to Overcome the Barriers to Communication.

Unit 2: Types of Communication: Types of Communication; Verbal Communication-Importance of verbal communication- Advantages of verbal communication- Advantages of written communication; Significance of Non-verbal Communication

Unit 3: Listening Skills: Listening Process; Classification of Listening; Purpose of Listening; Common Barriers to the Listening Process; Measures to Improve Listening; Listening as an Important Skill in Work Place.

Unit 4: Language for Communication: Language and Communication; General Principles of Writing; Improving Writing Skills, Essentials of good style, Expressions and words to be avoided; Grammar and Usage

Unit 5: Communication in Organizations: Internal Communication; Stake Holders in Internal Communication; Channels of Internal Communication; External Communication; Stake Holders in External Communication; Channels of External Communication.

Unit 6: Communication Network: Scope and Types of Communication Network; Formal and Informal Communication Network; Upward Communication; Downward Communication; Horizontal Communication; Diagonal Communication.

Unit 7: Writing Business Letter: Importance of Business Letters; Difference between Personal and Business Letters; Structure and Format of Business Letters; Types of Business Letters.

Unit 8: Writing Memos, Circulars and Notices: What is a Memo?- Principles of précis writing- Approaches to memo writing- Characteristics of a memo- Guidelines for writing memos- Language and writing style of a memo- Format of a Memo; Circulars- Guidelines for writing a circular- Languages and writing style of a circular- Format of a circular; Notices- Purpose- Format- Important points to remember while writing a notice

Unit 9: Report Writing: Features of Writing a Good Report; Purpose of Report Writing; Difference between Business Report and Engineering Report-Characteristics of writing a good report-Importance of communication in report writing; Guidelines for Report Writing; Steps in Report Writing; Structure of Report; Types of Reports and Different Formats.

Unit 10: Writing E-mail: Principles of E-mail; E-mail Etiquette; Overcoming Problems in E-mail Communication.

Unit 11: Oral Communication Skills: Oral Business Presentation- Purpose –Audience-Locale; Steps in Making a Presentation- Research and planning-Structure and style-Preparation –Presentation; Delivering a Presentation.

Unit 12: Meetings: Types of Meetings; Importance of Business Meetings; Different Types of Business Meetings; Conducting Meetings-Selecting participants-Developing agendas-Opening meetings-Establishing ground rules for meetings-Time management-Evaluations of meeting process-Evaluating the overall meeting-Closing meetings; Common Mistakes Made at Meetings.

Unit 13: Reading Skills: Reading Skill; Purpose of Reading; Types of Reading; Techniques for Effective Reading.

Unit 14: Employment Communication – Resume: Contents of Good Resume; Guidelines for Writing Resume; Different Types of Resumes; Reason for a Cover Letter to Apply for a Job-Format of Cover Letter; Different Types of Cover Letters

Unit 15: Employment Communication – Job Interview: Importance and Factors Involving Job Interview; Characteristics of Job Interview; Job Interview Process; Job Interview Techniques- Manners and etiquettes to be maintained during an interview; Sample Questions Commonly asked During Interview

Course Goal:

A goal of the core curriculum is the development of strong written and oral communication skills. A mind is not truly liberated until it can effectively communicate what it knows. Students will develop communication skills that reflect an understanding of the power of language to shape thought and experience. They will learn to write and speak logically, with clarity, and with originality.

Learning Outcomes: students will

- Demonstrate critical and innovative thinking.
- Display competence in oral, written, and visual communication.
- Apply communication theories.
- Show an understanding of opportunities in the field of communication.
- Use current technology related to the communication field.
- Respond effectively to cultural communication differences.
- Communicate ethically.
- Demonstrate positive group communication exchanges.

Assessment and Grading

1- Assignments & short reports 20%

2- Midterm Exam 30%

3- Final Exam 50%